

## USE CASE

# AI Developer Productivity Training

## Challenge

Almost every development team today has access to AI coding tools, but access alone does not guarantee impact. At a Wisconsin-based healthcare insurance provider, tools like Amazon Q, GitHub Copilot, Cursor, and JetBrains AI were already available, yet usage varied widely across the team. Some developers had begun to integrate them into their workflow, while others used them sparingly or treated them as little more than autocomplete.

Without a shared approach, identical prompts often led to inconsistent results, and hallucinations with newer Java APIs began to erode trust in AI-generated output. At the same time, leadership had set a clear goal: a 10% productivity improvement in 2026, with AI adoption identified as a key driver. New Resources Consulting (NRC) was brought in to help close the gap, establishing a more consistent and effective way for developers to incorporate AI into their day-to-day work.

## Approach

Developing AI capability across a team with varying levels of experience requires more than introducing tools; it requires a shared approach to how those tools are used. The client sought a structured, practical program that would make AI a natural part of every developer's workflow while closing the gap between high and low adoption across the team.

NRC designed and delivered a tailored training engagement grounded in the client's existing tools, tech stack, and real-world use cases. The approach focused on establishing consistent habits, improving confidence in evaluating and verifying AI-generated output, and enabling developers to apply results more effectively.

The program included the following key elements:

- **Clear frameworks** for when and how to use different AI tools, reducing confusion and improving decision-making.
- **Practical, hands-on exercises** designed to make AI usage a daily habit rather than an afterthought.
- **Tiered exercise goals** to ensure progression and engagement across the wide skill variance within the group.
- **Focused instruction** on reducing hallucinations through better prompting and verification techniques.
- **A shared language and set of standards** across the team, aligning how developers approach AI-assisted work.

# Solution

---

NRC's solution translates AI tooling into a structured, efficient workflow tailored to the client's development team and day-to-day practices:

- A **standardized prompting and iteration cycle** was introduced (i.e., prompt, evaluate, and then accept, reject, or refine), enabling developers to engage with AI outputs more intentionally and consistently.
- **Rules-based frameworks** were implemented at the project level, reducing hallucinations and reinforcing coding standards without requiring repeated manual prompting.
- **Context management practices** were established, including identifying context rot and defining when to reset sessions to maintain output quality over time.

“We knew it was a tall order given the range of people in the room, but the training fully met our expectations. The group was more engaged than we've seen in any recent session, and the way engagement was driven felt counterintuitive at first—but it worked and got people genuinely interested.”

## Results

---

This drove measurable impact in three key areas:

- 1. Adoption & Behavior Changes:** Developers shifted from inconsistent, reactive use of AI tools to a more structured, proactive approach. Rather than using AI only when stuck, teams began incorporating it at the start of tasks, supported by shared frameworks and rules that improved consistency and reduced rework from hallucinated outputs.
- 2. Confidence & Practical Applications:** Post-training results showed strong alignment with everyday development needs, with an average score of 4.06 out of 5.00 across all evaluation metrics. Developers rated the training as practical and immediately usable and indicated a high likelihood of changing how they use AI tools within two weeks, reinforcing that the engagement translated directly into actionable improvements.
- 3. Engagement & Measurable Impact:** The training drove meaningful engagement across the team, with 37 documented “aha” moments across 17 respondents. Developers who were initially resistant or skeptical identified specific changes they planned to implement, while leadership gained greater visibility into how teams interact with AI tools in practice, highlighting opportunities for continued growth and standardization.

Through NRC's engagement, the organization moved from inconsistent AI usage to a scalable approach that is poised to drive meaningful gains in productivity across the development team.

With AI tools already deployed but underutilized, this engagement shows how NRC helps development organizations turn scattered experimentation into a standardized, scalable practice. By focusing on real code, practical workflows, and behavior change—not just tool awareness—NRC's AI Developer Productivity Training gives teams a repeatable way to turn AI capabilities into sustained productivity gains.

---